**Response by Century Miracle**

We would like to comment to the allegations raised in the report of the Institute for Global Labor & Human Right.

Allow us to go through the issue raised in the said report and to explain in details for the actual practices in factory.  As we really feel that the report did not give an accurate or even just description to reflect the real practices within the factory.  We really doubt that sufficient investigation has been done to draw such conclusions especially that the factory is part of the Better Work Program adopted by the Government of Jordan and the International Labor Organization (ILO) and has been since 2011 going under continuous announced and unannounced audits and none of the allegations raised in the report was found in the factory. The same thing in other reports issued by other international corporations that conducted social compliance audits on the factory like Intertek, Bureau Veritas and Underwriters Laboratories Inc. (UL)

Added to that the factory and its work staff are members in the General Trade Unions of Workers in Textile Garments and Clothing Industries Jordan whom also conduct audits and in direct contact with our workforce local and expatriates and never reported such allegations.

Before hand, it is necessary to mention that our factory is called “Century Miracle” and **we do not have any relation with Century Wear and Century Sweater**.  In addition, our **workforce does not include Vietnamese workers as highlighted in the report**. Instead, the nationalities we have are Jordanian, Chinese, Bangladeshi, Sri Lanka, Burmese, Nepalese, and Madagascar.

**A)**    **Violation of stripping workers of their passport constitute the crime of human trafficking**

Century Miracle never keep the passport for workers.  All the foreign workers have their passport, in their possession.  CMJ HR department only collect the passport from workers for the admin purposes,

         Renew their passport upon expiry in the Embassy

         Renew their Working Permit and Resident card upon expiry

         Assist workers to process the social security refund whenever they resigned and end contract.

All above circumstances are required to present the original passport in order for the government body to process the application. HR Officer will return the passport and Working permit as well as Resident Card to the workers after we renewed the said legal documents for them.  Please refer to attached documents, signed by workers whenever they received the passport and legal documents.

**During the month the report was issued and for legitimate and temporary reasons, the number of passports that have been on hand were 428 (chart below) for the sake of renewing passport, work permit/resident card and Social security refund.  All of them have been working in the factory for more than one year.**



**B)**    **Working Hours and Wages earned and Sick leave and Medical Care**

In actual fact, our working hour started from 7:00am, not 7:30am as mentioned in the report. The basic wage of our guest workers earn is USD0.685/hours or more.  We are paying workers more than mandated by the law “Jordanian Minimum Wage”, which is only USD0.646/hour and not USD 0.53/hour as mentioned in the report.  All our workers are paid via bank transfer. We are ready to provide the supporting if needed.

**Regarding the sick leave,  the factory pays the sick leave to workers and as stipulated by the Jordanian Labor law and factory rules and regulation, which are communicated clearly to all the workers and in their native language, the below table illustrates the number of workers that have been on sick leave per month during 2014:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Country** | **Jan**  | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Total** | **510** | **576** | **802** | **814** | **968** | **866** | **617** | **895** | **784** | **534** | **699** | **761** |

Added that, free medical care is provided to our workers since we have internal doctor and also we have contracted with hospital for some serious sickness.

We would like to emphasize that we pay workers accurately and we never delay salary payment of workers or deduct any single cents from workers, except the legal deduction such as social security and stipulated in the Jordanian Labor law (as illustrated in the attached pay slip)

**C)**    **Poor Dormitory Conditions – Bed bugs / lack of Heating system and Hot water provided**

Regarding the bed bugs issue, the factory has been procuring pest control services since 2004, which is conducting the pest control in dormitories on regular basis and based on the international standard, in addition to that workers can always request the chemical to do pest control in room any times from dormitory supervisor.

Heating system is provided at all dorms during winter time. Hot water is also provided all year round at dorm.

Once again, we do not believe that the allegations as stated in the GLHR report especially the accusation of “Human Trafficking” have accurate and/or fair, and do not reflect the reality of the operation in our factory and/or the results and finding of all the third party reports that executed detailed, professional and thorough audits.